



QUARTER 2 2018

**Schedule B
Performance Obligations.**

**Iarnród Éireann & National Transport
Authority**

1. PUNCTUALITY PERFORMANCE 2018

| | Measure | Target | Quarter 2 Actual | v Target | YTD Actual | v Target |
|----------------------------|---------|--------|------------------|----------|--------------|----------|
| INTERCITY | 10 mins | 90% | 96.8% | + 6.8% | 97.5% | + 7.5% |
| Heuston / Cork | 10 mins | 90% | 94.0% | + 4.0% | 94.9% | + 4.9% |
| Heuston / Limerick | 10 mins | 90% | 98.3% | + 8.3% | 98.9% | + 8.9% |
| Heuston / Tralee | 10 mins | 90% | 98.1% | + 8.1% | 98.4% | + 8.4% |
| Heuston / Galway | 10 mins | 90% | 96.8% | + 6.8% | 97.3% | + 7.3% |
| Heuston / Westport | 10 mins | 90% | 97.5% | + 7.5% | 98.1% | + 8.1% |
| Connolly / Belfast | 10 mins | 90% | 98.5% | + 8.5% | 98.5% | + 8.5% |
| Connolly / Sligo | 10 mins | 90% | 97.6% | + 7.6% | 98.0% | + 8.0% |
| Connolly / Rosslare | 10 mins | 90% | 93.0% | + 3.0% | 95.9% | + 5.9% |
| Heuston / Waterford | 10 mins | 90% | 97.5% | + 7.5% | 98.0% | + 8.0% |
| REGIONAL | 10 mins | 90% | 98.8% | + 8.8% | 99.2% | + 9.2% |
| Limerick / Ballybrophy | 10 mins | 90% | 99.2% | + 9.2% | 99.6% | + 9.6% |
| Limerick / Limerick Jctn. | 10 mins | 90% | 98.2% | + 8.2% | 98.5% | + 8.5% |
| Limerick / Galway | 10 mins | 90% | 99.2% | + 9.2% | 99.3% | + 9.3% |
| Limerick Jctn. / Waterford | 10 mins | 90% | 98.8% | + 8.8% | 99.4% | + 9.4% |
| DART | | 90% | 96.4% | + 6.4% | 96.7% | + 6.7% |
| AM Peak | 10 mins | 92% | 97.9% | + 5.9% | 98.3% | + 6.3% |
| PM Peak | 10 mins | 92% | 97.9% | + 5.9% | 97.8% | + 5.8% |
| Off Peak | 5 mins | 87% | 93.4% | + 6.4% | 94.1% | + 7.1% |
| MAYNOOTH COMMUTER | | 90% | 97.9% | + 7.9% | 98.1% | + 8.1% |
| AM Peak | 10 mins | 92% | 99.6% | + 7.6% | 99.7% | + 7.7% |
| PM Peak | 10 mins | 92% | 98.9% | + 6.9% | 99.0% | + 7.0% |
| Off Peak | 5 mins | 87% | 95.4% | + 8.4% | 95.6% | + 8.6% |
| NORTHERN COMMUTER | | 90% | 97.3% | + 7.3% | 97.1% | + 7.1% |
| AM Peak | 10 mins | 92% | 97.6% | + 5.6% | 97.9% | + 5.9% |
| PM Peak | 10 mins | 92% | 99.0% | + 7.0% | 97.6% | + 5.6% |
| Off Peak | 5 mins | 87% | 95.2% | + 8.2% | 95.8% | + 8.8% |
| HEUSTON COMMUTER | | 90% | 97.1% | + 7.1% | 97.7% | + 7.7% |
| AM Peak | 10 mins | 92% | 99.0% | + 7.0% | 99.0% | + 7.0% |
| PM Peak | 10 mins | 92% | 97.3% | + 5.3% | 98.3% | + 6.3% |
| Off Peak | 5 mins | 87% | 95.1% | + 8.1% | 96.0% | + 9.0% |
| PHOENIX PARK TUNNEL | | 92% | 98.9% | + 6.9% | 98.9% | + 6.9% |
| AM Peak | 10 mins | 92% | 98.5% | + 6.5% | 98.4% | + 6.4% |
| PM Peak | 10 mins | 92% | 99.2% | + 7.2% | 99.2% | + 7.2% |
| CORK AREA | | | | | | |
| COBH | 10 mins | 90% | 99.7% | + 9.7% | 99.4% | + 9.4% |
| MIDLETON | 10 mins | 90% | 99.8% | + 9.8% | 99.6% | + 9.6% |
| MALLOW | 10 mins | 90% | 99.4% | + 9.4% | 99.6% | + 9.6% |

| 2. PASSENGER SERVICE TRAIN KMs | | QUARTER 2 | | | 2018 YTD | | |
|--------------------------------|---------------------------------------|-------------------------------|--------------------|----------------|-------------------------------|--------------------|-----------------|
| | Target | KMs Operated (# Thousands) | Service Percent | v Quarter | KMs Operated (# Thousands) | Service Percent | v YTD |
| INTERCITY | | | | | | | |
| Heuston / Cork | 98% | 559.7 | 99.8% | 1.8% | 1,111.1 | 99.1% | 1.1% |
| Heuston / Limerick | 98% | 108.2 | 99.8% | 1.8% | 214.8 | 99.0% | 1.0% |
| Heuston / Tralee | 98% | 129.2 | 100.0% | 2.0% | 256.5 | 99.2% | 1.2% |
| Heuston / Galway | 98% | 131.5 | 100.0% | 2.0% | 262.6 | 99.8% | 1.8% |
| Heuston / Westport | 98% | 120.0 | 100.0% | 2.0% | 237.6 | 99.0% | 1.0% |
| Connolly / Belfast | 98% | 278.9 | 99.9% | 1.9% | 555.3 | 99.4% | 1.4% |
| Connolly / Sligo | 98% | 249.0 | 99.9% | 1.9% | 495.6 | 99.4% | 1.4% |
| Connolly / Rosslare | 98% | 115.3 | 99.9% | 1.9% | 227.9 | 98.7% | 0.7% |
| Heuston / Waterford | 98% | 140.8 | 100.0% | 2.0% | 278.7 | 99.0% | 1.0% |
| REGIONAL | | | | | | | |
| Limerick / Ballybrophy | 98% | 29.8 | 99.3% | 1.3% | 59.4 | 99.0% | 1.0% |
| Limerick / Limerick Jctn. | <i>included in Heuston / Limerick</i> | | | | | | |
| Limerick / Galway | 98% | 115.0 | 99.7% | 1.7% | 229.8 | 99.57% | 1.6% |
| Limerick Jctn. / Waterford | 98% | 45.6 | 98.9% | 0.9% | 89.0 | 96.42% | -1.6% |
| COMMUTER | | | | | | | |
| DART | 98% | 599.2 | 99.9% | 1.9% | 1,193.4 | 99.4% | 1.4% |
| Maynooth | 98% | 207.6 | 100.0% | 2.0% | 411.4 | 99.0% | 1.0% |
| Northern | <i>included in Connolly / Belfast</i> | | | | | | |
| Heuston | 98% | 606.7 | 100.0% | 2.0% | 1,208.9 | 99.6% | 1.6% |
| Athlone | 98% | 115.4 | 100.0% | 2.0% | 230.8 | 100.0% | 2.0% |
| Phoenix Park Tunnel | 98% | 73.8 | 100.0% | 2.0% | 147.7 | 100.0% | 2.0% |
| CORK AREA | | | | | | | |
| Cobh & Midleton | 98% | 128.6 | 99.5% | 1.5% | 255.8 | 99.0% | 1.0% |
| Mallow | <i>included in Heuston / Cork</i> | | | | | | |
| TOTAL KMs OPERATED | 98% | 3,754.5 | 99.9% | 1.9% | 7,466.2 | 99.3% | 1.3% |
| PSO TRAIN KMs TARGET | | 3,759.2 | | + 4,712 | 7,518.5 | | + 52,283 |

| 3. SCHEDULED SERVICES OPERATED | | QUARTER 2 | | | 2018 YTD | | |
|--------------------------------|------------|-----------|--------------------|-------------|----------|--------------------|-------------|
| Service Type | Target | Actual | Service Percent | v Quarter | YTD | Service Percent | v YTD |
| InterCity | 99% | | 99.9% | 0.9% | | 99.3% | 0.3% |
| Regional | 99% | | 99.6% | 0.6% | | 98.8% | -0.2% |
| DART | 99% | | 99.7% | 0.7% | | 99.2% | 0.2% |
| Commuter | 99% | | 99.9% | 0.9% | | 99.0% | 0.0% |
| TOTAL ALL SERVICES | 99% | | 99.8% | 0.8% | | 99.1% | 0.1% |

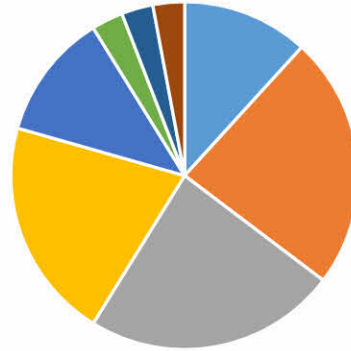
4. CUSTOMER FEEDBACK

Quarter 2

2018 YTD

| Category | Feedback per 100k Journeys | | YTD |
|-----------------------|----------------------------|---------------|-----------|
| Website | 4 | 11.8% | 8 |
| Service Disruption | 8 | 23.5% | 23 |
| Fares & Ticketing | 8 | 23.5% | 17 |
| Onboard Issues | 7 | 20.6% | 15 |
| Station Issues | 4 | 11.8% | 8 |
| Anti-Social Behaviour | 1 | 2.9% | 2 |
| Staff Issues | 1 | 2.9% | 2 |
| Timetabling | 1 | 2.9% | 2 |
| TOTAL FEEDBACK | 34 | 100.0% | 77 |

- Website
- Service Disruption
- Fares & Ticketing
- Onboard Issues
- Station Issues
- Anti-Social Behaviour



Quarter 1

- 5th January: 09:30 Galway/Heuston Struck Female at Sallins (Fatality) = 1,900 mins
- 22nd January: 12:30 Pearse/Drogheda Struck a Person at Harmonstown (Fatality) = 1,311 mins
- 16th February: 17:00 Heuston/Cork MKIV Loco Failed (Lost Air Pressure) at Charleville = 1,334 mins
- 28th February to 4th March: Extreme weather conditions "Beast from the East" = 19,000 mins

Quarter 2

- 29th March: ICR Failed near Newbridge = 1,177 mins
- 12th May: Major Disruption to Heuston Services; Vandalism at Kishogue = 1,597 mins
- 30th April: Explosives Found Under Driver's Shed in Connolly; Station Evacuated = 992 mins
- 19th & 20th May: Fire in Bray Relay Room Previous Night; Services Suspended Dalkey/Greystones = 991 mins

REVENUE CONTROL MEASURES PERFORMANCE & CAR PARKING

Information has been provided on Revenue Control Measures and Car Parking Statistics; however, due to the nature of the information and its commercial sensitivity, it has been treated as confidential.

TIMETABLE INFORMATION

A comprehensive and up-to-date timetable for Irish Rail services was published on Iarnród Éireann's company website and was supported by hard copy route leaflets.

24HR SERVICE INFORMATION / WEBSITE AVAILABILITY

Iarnród Éireann's website was accessible 99.88% of the time in Quarter 2 2018.

NETWORK CHANGES ON WEBSITE

Iarnród Éireann confirms comprehensive and up-to-date information on all Irish Rail services has been made available on the company website.

100% Compliance within the 5 days' notice of changes

| | |
|------------------------------|------|
| On journey planner | 100% |
| On website travel alert page | 100% |

CLEANLINESS

- 97% of trains perceived as being clean.
- 94% of stations perceived as being clean.
- 92% of station toilets perceived as being clean.
- 96% of on board toilets perceived as being clean.

STAFF

Onboard

- 100% In full uniform
- 100% Neatly groomed
- 100% Polite

At Station

- 100% In full uniform
- 100% Neatly groomed
- 100% Polite

CUSTOMER INFORMATION

The Iarnród Éireann customer information bureaux operated within the minimum requirement from 9am to 6pm Monday to Friday.

Timetable Information:

Result

- 94% of stations have TT posters on display.
- 50% of stations have TT leaflets available.
- 99.88% timetable website access was available throughout Qtr 2

LCD displays:

Station

- 75% available in stations covered.
- Where available, 100% were accurate.

On Board

- Available in 94% of trains covered.
- 96% of announcements deemed to be clear.
- 100% of announcements deemed to be accurate.

PA announcements:

Station

- 100% perceived as being clear.
- 100% perceived as being accurate.

On board

- 91% of trains had PA announcements prior to each stop.
- 6% of trains arrived later than 10 minutes

Route punctuality:

- 88% of stations had punctuality posters on display.

Call answering:

- Target 80% within 20 seconds.
- Achieved 81% within 20 seconds.

TICKETING:

- 77% of Booking Offices have opening hours on display.
- 100% of customers at Booking Offices served within 7 minutes at peak.
- 100% of customers at Booking Offices served within 3 minutes at off peak.
- 100% of customers at TVM served within 7 minutes at peak.
- 100% of customers at TVM served within 3 minutes at off peak.
- All routes listed had some seats in standard bookable in advance.

| | | |
|----------------|-----------------|-----------------|
| Dublin-Belfast | Dublin-Galway | Dublin-Limerick |
| Dublin-Cork | Dublin-Westport | Dublin-Tralee |

- All premium first class tickets can be reserved via the website or by telephone

ACCESSIBILITY

- The accessibility needs of passengers with mobility and sensory impairments have been taken fully into account in the design and construction of all building and service improvement projects since 2012/2013.
- Where train services were not accessible, taxis were provided at Iarnród Éireann's expense.
- All new carriages were fully accessible as per EU Rail accessibility regulations.
- Iarnród Éireann has introduced, on a phased basis, a full audio-visual information service on all DART services in compliance with the standard agreed with the NTA.

INTEGRATED TICKETING

- In accordance with the ITS Participation agreement, Irish Rail has continued to co-operate with and participate in the work of the Integrated Ticketing Project Board, established by the Minister, and it is being implemented as planned.

FARES INFORMATION

- **Notifications of Fares Changes**

There were no changes made in Q2 2018.

- **Provision of Fares Information**

The fares page on the IÉ website contains a list of our fares.

http://www.irishrail.ie/your_ticket/fares_enquiries.asp

It does not contain all station fares but does contain the top queried ones. There is contact information on the fares page that allows customers to query other fares.